



The following guide was created by the Employee Travel Services Office for employees to give to their Guest Pass travelers. All employees are responsible for reading the rules and regulations regarding non revenue travel and educating their pass travelers. The employee can review the Employee Travel Guide at [http://wings.usairways.com/uswings/travel/021609\\_employee\\_travel\\_guide.pdf](http://wings.usairways.com/uswings/travel/021609_employee_travel_guide.pdf). If you have any questions about this guide or about the Guest Pass Travel program, please contact us at [Employee.Travel@usairways.com](mailto:Employee.Travel@usairways.com).

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**To:** Guest Pass Traveler  
**From:** US Airways Employee  
**RE:** US Airways Guest Pass Travel Program

If you are receiving this letter, it's because I consider you a friend and are lucky enough to be a recipient of my travel privileges. Because my pass benefits are important to me, I want to make sure you fully understand the Guest Pass program so we can both travel with no turbulence. Please carefully read the information below.

**My employee travel privileges and your pass can be suspended or revoked, if abused.**

**Guest Pass Program:** Guest Pass travel itineraries can only be created online by me, the US Airways employee, through our Employee Travel Center (ETC). When you go on your trip, make sure you have the Passenger Name Record (PNR), which is a series of letters and numbers that the employee can provide you with after they list you for your flight(s). **You will need the PNR and my employee ID number to check in for the flight or to make any adjustments to the listing at the airport. The PNR is not valid for travel until any taxes or fees have been paid and PNR is e-ticketed.**

**Some other things you should know about Guest Passes:**

Guest Passes are void if the employee is suspended or leaves the company. One Guest Pass may be issued for one round-trip or one, one-way Coach e-ticket. The employee has the option of paying for the pass online through the ETC or waiting to have the guest pay at the airport.

A Guest Pass provides standby travel in Coach Class only, which means that you will be boarded on the flight only if a seat is available in Coach at departure time. Guest Passes are to be used for personal leisure/vacation or guest emergency purposes only. They may not be sold for profit or used in payment of any personal or business debt or used for any purposes that results in personal or business gain. Travel for business associated with other firms or self-employment purposes is strictly prohibited.

**Boarding Priority:** Guest Pass travelers traveling *without* the employee have a standby priority code of Space Available Seventh Priority (SA7P) and will be boarded among other SA7P travelers by time of check in. Guest Pass travelers traveling *with* the employee who provided the pass will board at the same priority as the employee, Space Available Third Priority (SA3P), based on the employee's date of hire. Be aware that standby travel is extremely difficult on weekends and holidays. Guest Pass travelers are not eligible for denied boarding compensation or any expenses related to flight delay, cancellation, or sold out flights. Guest Pass travelers are not entitled to be transferred to another carrier in case of delay or cancellation. You may also be asked to deplane at an intermediate point to accommodate revenue customers or other standby passengers with higher priorities.

**First Class Travel:** For a fee, Guest Pass travelers 12 years of age and older may purchase a first class upgrade. The employee can access current upgrade fees at [http://wings.usairways.com/uswings/travel/021909\\_first\\_envoy\\_class\\_fees.pdf](http://wings.usairways.com/uswings/travel/021909_first_envoy_class_fees.pdf) . First Class travel privileges are given on a space-available basis regardless of if you are traveling with or without the employee who gave you the pass. The domestic first class upgrade fees are non-refundable; however they are valid for three years and can be used at another time. International first class upgrades are refundable for one year only and are valid for use for three years. You may purchase a first class upgrade at the US Airways ticket counter.

**Cost of Travel:** Guest Pass fares are published between specific city pairs on US Airways and US Airways Express flights. Guest Passes are not valid on service that is operated by a Code Share Partner Airline. For any routings which do not follow published US Airways pricing schedules, a point-to-point fare structure will be applied. Example: If the Guest Pass routing is Houston to Phoenix to Austin, the Guest Pass fare applied would be the fare from Houston to Phoenix, plus the fare for Phoenix to Austin since this routing is not a published routing in US Airways published pricing schedules. The ETC is the best way to determine how much the Guest Pass will cost.

### **Step by Step: Traveling on a Guest Pass:**

- 1) **Prepare:** Because you will fly standby, take time to plan your trip on flights and days that are in low demand. The employee can check the Passenger Boarding Totals (PBTs) online on the ETC which can give you an idea for your chances of getting on the flight or you can check the PBTs by calling the Employee Travel Line (ETL) at 1-800-325-9999 and pressing option 1 and following the prompts. In the event that you need to make changes to the Guest Pass, press option 2 to speak with an agent. Have the PNR and the employee's travel ID with you on your day of travel.
- 2) **Check in:** Guests who are listed and e-ticketed for a flight can check-in online as early as 12 hours in advance and no later than 45 minutes before the scheduled departure time at <http://wings.usairways.com>. Web check-in is only available for domestic travel. Check in can also be done at a US Airways Ticket Counter or kiosk up to 4 hours in advance of the scheduled departure time. To check in online, click on the link for Web Check-In. Type in the PNR confirmation number and the origin city and follow the prompts. If you have not paid for the guest pass fee then, you will not be able to check in online.
- 3) **Pay for the pass:** If the employee chose to have you pay for the Guest Pass at the airport, you must approach the US Airways ticket counter and pay any applicable taxes or fees prior to proceeding to security.
- 4) **Boarding:** Stay within close proximity of the gate. An agent will call you to the podium give you a boarding pass if a seat is available on the flight. Please do not hover at the counter asking to be boarded. If the agent asks you to check your carry-on luggage, please comply immediately. If your flight is sold out and you are not boarded, please wait until the agent is free before asking for assistance. The agent will either help you or direct you to another source for information.
- 5) **During Travel:** Please maintain a polite, appropriate demeanor during guest pass travel and refrain from discussing Guest Pass travel privileges or the fact that you are flying at a reduced fare.

**Dress Guidelines:** Guest Pass travelers in Coach & First or Envoy Class may wear casual attire. US Airways asks its employees and their pass riders to exercise good judgment when selecting their traveling attire and should be well-groomed and wear neat, clean, conservative attire. Guest Pass travelers in Coach Class may wear casual attire, including shorts, blue jeans, sandals, and athletic footwear. Guest Pass travelers in First or Envoy Class may wear casual attire, including blue or black denim attire, skirts, Capri style pants, and sandals. Unacceptable attire in First or Envoy Class includes t-shirts, shorts, jogging suits, athletic gear, baseball-style caps, athletic shoes, beach footwear or flip-flops. Unacceptable attire in any class includes any clothing that is torn, faded, soiled, wrinkled, cut-off, has ragged edges or holes; clothing with offensive graphics or terminology; and provocative or revealing clothing such as micro/mini skirts, bare midriff, halter, tank, tube or bra tops. The employee can review current dress code guidelines at [http://wings.usairways.com/uswings/travel/021609\\_employee\\_travel\\_guide.pdf](http://wings.usairways.com/uswings/travel/021609_employee_travel_guide.pdf).

**Baggage:** Guest Pass travelers are not eligible for compensation for lost or damaged baggage; however if baggage is lost or misdirected the US Airways Baggage department will open a tracing claim for you. Guest Pass travelers are subject to the same excess baggage weight, dimensions and number of pieces as revenue customers including any applicable fees when traveling without the employee. More information regarding baggage fees is available on [www.usairways.com](http://www.usairways.com). Baggage fees are nonrefundable. All delayed baggage shall be traced for Guest Pass travelers; however, Guest Pass travelers will not be compensated for any baggage claims to have their luggage delivered, replaced, repaired, or have interim expenses paid. You are encouraged to pack light and to carry on luggage whenever possible.

**Changes to Itinerary & Refunds:** Once Guest Passes are paid for and e-ticketed, they are valid for one year from the original date of issue. Only the original passenger named on the record can use that Guest Pass, names cannot be changed. **Anytime adjustments need to be made to the itinerary; please call the Employee Travel Line (ETL) at 800-325-9999 and press option 2 to speak with an agent.** You can change the routing, origin or destination of the return portion of a partially used e-ticket. Any changes made to the origin or destination may result in a higher Guest Pass fare and additional payment will apply. If the change results in a lower Guest Pass fare, it will be processed as an even exchange and no partial refunds will be given. If the original travel was for an International destination and the change is for a domestic destination, complete the travel and then you can submit the international taxes for a refund. *Do not request the refund on the taxes until the trip is completed; it will shut off the use of the Guest Pass and your trip will be canceled.*

To initiate a refund request, contact the ETL at **800-325-9999, press option 2** and the agent will submit the Guest Pass for a refund electronically minus a \$10 refund service fee. The monies will be refunded back to the original form of payment. To check on the status of a refund, contact [Refunds@usairways.com](mailto:Refunds@usairways.com). If a Guest Pass is refunded, Guest Passes will not be reinstated into the employee's Guest Pass "bank."